

Administration prior 3.30

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All the administration procedures are executed by launching ant tasks declared in the ant file **build.xml**, for instance:

```
ant update-index
```

Administration scripts are however needed to call asynchronous tasks:

- upgrading the index
- expiring and archiving tickets
- recalling postponed tickets
- feeding the helpdesk from misc sources

Main administration tasks

Initializing the database	ant init-data
Upgrading the database	ant upgrade
Starting stopping restarting the application	ant start stop restart
Updating the index	ant update-index
Rebuilding the index	ant rebuild-index
Unlocking the index	ant unlock-index
Archiving closed tickets	ant archive-tickets
Expiring non approved tickets	ant expire-tickets
Recalling postponed tickets	ant recall-tickets
Sending daily ticket reports	ant send-ticket-reports
Sending FAQ updates reports	ant send-faq-reports
Feeding the helpdesk	ant feed



Starting/stopping portlets

Starting/stopping esup-helpdesk when the application is deployed as a portlet should not be done with the start/stop tasks. In this case, start /stop your portal, or better just the esup-helpdesk context.

Setting up administration scripts



This part shows how to set up administration scripts and launch asynchronous tasks for a quick-start deployment. These procedures must be adapted for the other deployment modes (portlet et servlet).

On a Unix system

We presume here that the project base is **/usr/local/helpdesk**.

```
[root@server helpdesk]# ls -al
total 96
-rwxr-xr-x  1 root root    78 2008-06-16 12:37 env.sh          (current version)
drwxr-xr-x  2 root root 69632 2008-05-21 12:22 files          (attached files)
-rwxr-xr-x  1 root root   567 2008-03-28 10:16 helpdesk-cron.sh (asynchronous tasks script)
-rwxr-xr-x  1 root root   292 2008-03-28 10:16 helpdesk.sh      (synchronous tasks script)
drwxr-xr-x  2 root root  4096 2008-06-18 11:50 index          (index data)
drwxr-xr-x  2 root root  4096 2008-06-17 06:08 log            (logs)
drwxr-xr-x 19 root root  4096 2008-06-16 12:38 src            (distribution files)
```

Administration scripts

The file [env.sh](#) contains the current version:

```
#!/bin/bash
. /etc/profile.d/java.sh
export ESUP_HELPDESK_VERSION=3.12.3
```

The script [helpdesk.sh](#) is used to run synchronous tasks (**start**, **stop**, **deploy**, ...):

```
#!/bin/bash
. /usr/local/helpdesk/env.sh
echo Esup-Portail Helpdesk $ESUP_HELPDESK_VERSION, running ant task $1
pushd /usr/local/helpdesk/src/esup-helpdesk-quick-start-$ESUP_HELPDESK_VERSION > /dev/null
# to prevent from Sun AWT bug when generating charts
unset DISPLAY
ant $1
popd > /dev/null
```

The script [helpdesk](#) can be installed in the folder **/etc/init.d** for the application to automatically start when the server boots:

```
#!/bin/bash
#
# helpdesk      Startup script for ESUP-Portail helpdesk
#
# chkconfig: - 99 01
# description: esup-helpdesk is the helpdesk application \
#              provided by consortium ESUP-Portail.

# Source function library.
. /etc/rc.d/init.d/functions

prog=/usr/local/helpdesk/helpdesk.sh

start() {
    echo -n $"Starting $prog: "
    $prog start &
}
stop() {
    echo -n $"Stopping $prog: "
    $prog stop
}
status() {
    echo `ps aux | grep java | grep -v grep | wc -l` Java processes found.
}

# See how we were called.
case "$1" in
    start)
        start
        ;;
    stop)
        stop
        ;;
    status)
        status
        ;;
    restart)
        stop
        start
        ;;
    *)
        echo $"Usage: $prog {start|stop|restart|status}"
        exit 1
esac
```

Le redémarrage de l'application pourra ainsi se faire en appelant :

```
/etc/init.d/helpdesk restart
```



Démarrage automatique de l'application au boot

Pour faire en sorte que l'application démarre automatiquement au boot du serveur, utiliser le programme chkconfig.

Asynchronous tasks

Calling asynchronous tasks is needed for:

- updating the index
- expiring and archiving tickets
- recalling tickets
- sending daily reports

The script [helpdesk-cron.sh](#) is used to call asynchronous tasks (**update-index**, **archive-tickets**, **recall-tickets**, ...):

```
#!/bin/bash
. /usr/local/helpdesk/env.sh
[ -z "$1" ] && { exit 1; }
export LOG_FILE=/usr/local/helpdesk/log/$1.log
echo ----- >> $LOG_FILE
date >> $LOG_FILE
echo Esup-Portail Helpdesk $ESUP_HELPDESK_VERSION, running ant task $1 >> $LOG_FILE
pushd /usr/local/helpdesk/src/esup-helpdesk-quick-start-$ESUP_HELPDESK_VERSION > /dev/null
ant $1 >> $LOG_FILE
popd > /dev/null
```

Asynchronous tasks are called periodically thanks to the following lines in the file **/etc/crontab**:

```
00,05,10,15,20,25,30,35,40,45,50,55 * * * * root /usr/local/helpdesk/helpdesk-cron.sh update-index
01 * * * * root /usr/local/helpdesk/helpdesk-cron.sh expire-tickets
03 * * * * root /usr/local/helpdesk/helpdesk-cron.sh archive-tickets
05 * * * * root /usr/local/helpdesk/helpdesk-cron.sh send-ticket-reports
00 0 * * * root /usr/local/helpdesk/helpdesk-cron.sh send-faq-reports
01 0 * * * root /usr/local/helpdesk/helpdesk-cron.sh recall-tickets
```

On a Windows system



TODO Any Windows deployer?